

# ***Frederick County Health Department Annual Report FY 14***



***Annual Report \* Fiscal Year 2014***

***Prevent \* Protect \* Promote***

## *A Message from Dr. Barbara Brookmyer ~ Health Officer*

Dear Frederick County,

In this report you will read about the actions taken in Fiscal Year 2014 (FY14) by the Frederick County Health Department to move our community closer toward the vision of Frederick County leading as a community of health and wellness through services that prevent disease and illness, promote wellness and safety, and protect the public's health.

Once again, Frederick County ranked 3<sup>rd</sup> best in Maryland in overall health outcomes, health factors, and health behaviors in the national County Health Rankings Report. The health outcomes rankings represent how healthy a county is while health factors represent what influences the health of the county. The FCHD plays a critical role in supporting health outcomes, health behaviors, and health factors. In some cases the support is through the direct provision of services and increasingly the support is more indirect by working with community-based organizations.

Services focused on preventing disease and illness resulted in over 200 more HIV case management face-to-face encounters and provided almost a 10% increase in the number tuberculosis treatment visits. The Medicaid Transportation Grant Program managed an increased caseload of 66% in FY2014 over FY13 resulting in a 7.5% increase in the number of trips provided to medical appointments. The Health Care Connection Division far exceeded the State goal of processing Medical Assistance insurance applications for pregnant women by processing 97% of the applications within 10 days.

Services focused on promoting wellness and safety resulted in the highest number of mental health visits, more than double the number of visits in FY2010, the greatest number of substance abuse treatment services, over 11,000, and the greatest number of outpatient adult substance abuse treatment services provided, over 27,000 which is almost 4,000 more visits than last year. There was a 60% increase in the number of persons participating in the Access to Recovery services/program in FY2014 and more persons this year were served through our State Care Coordination program. The Scott Key Center continues to serve 120 developmentally disabled adults with a variety of employment supports. The Developmental Center staff provided over 15,000 sessions of physical therapy and occupational therapy to children in Frederick County Public Schools, an increase of approximately 1,000 from the prior year. A special emphasis on supporting workplace wellness resulted in the enrollment of 7 new businesses to the Healthiest Business Maryland challenge. The Maternal and Child Health Program more than doubled the number of contacts with pregnant women with no increase in staffing and saw a 25% increase in the number of face-to-face case management visits with pregnant women. The Women, Infants, Children Supplemental Nutrition Program reported the highest number of infants who were breastfed exclusively since FY2010 when the data was started to be tracked. The staff in the School Health Services program managed more than 317,000 student visits to the health room during the school year.

Services focused on protecting public health in FY14 through a record number of food service facility inspections and an associated decrease in the number of food facility nuisance complaints received, more nuisance complaint investigations of properties, and the highest number of subdivision plat reviews since 2009. The Public Health Preparedness Program received a score of 100 out of 100 for the third year in a row for the Strategic National Stockpile Plan.

The Fiscal Year 2014 accomplishments position the Frederick County Health Department to continue to be an innovator and leader in the integration of mental health and substance abuse treatment, public health quality improvement, and the ten essential services of public health.

Wishing you optimal health and wellness throughout the year,

Dr. Brookmyer



**Vision—Frederick County leads as a community of health and wellness.**

## From the Office of the County Commissioners



### BOARD OF COUNTY COMMISSIONERS FREDERICK COUNTY, MARYLAND

Winchester Hall • 12 East Church Street • Frederick, Maryland 21701  
301-600-1100 • FAX: 301-600-1849 • TTY: Use Maryland Relay  
[www.FrederickCountyMD.gov](http://www.FrederickCountyMD.gov)

Dear Frederick County Citizens:

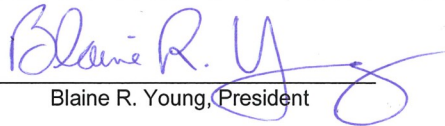
Public health works to continuously improve health indicators, which measure the status of our community's health. Health priorities for Frederick County are now available through the Local Health Improvement Plan ([www.FrederickCountyMD.gov/LHIP](http://www.FrederickCountyMD.gov/LHIP)).

The Frederick County Health Department remains resolute in our mission to improve the health and well being of the residents of Frederick County through programs that prevent disease and illness, promote wellness and safety and protect public health.


We embrace this responsibility and continuously seek ways to provide value added services in a responsible manner to our stakeholders and the wider community. In this our eleventh annual report, we are especially delighted with our accomplishments for Fiscal Year 2014 as we made significant strides in service delivery, leveraging emerging technologies with healthcare delivery and business practices, embarking on continuous improvements through internal enhancements and optimizing our human capital.

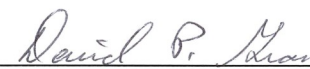
The Frederick Board of County Commissioners supports and relies upon the expertise of the Health Department to carry out this mission and to exercise forward thinking when strategizing for the future. We remain steadfast in our confidence of the Health Department's ability to protect and prioritize public health for all citizens.

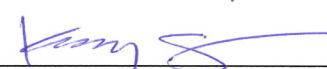
Working together, we will continue to not only strengthen the state of public health in Frederick County but to provide cutting edge services in an environment characterized by accountability, responsiveness, efficiency and fiscal prudence.

  
Blaine R. Young, President

  
C. Paul Smith, Vice President

  
Billy Shreve, Commissioner

  
David P. Gray, Commissioner

  
Kirby Delauter, Commissioner

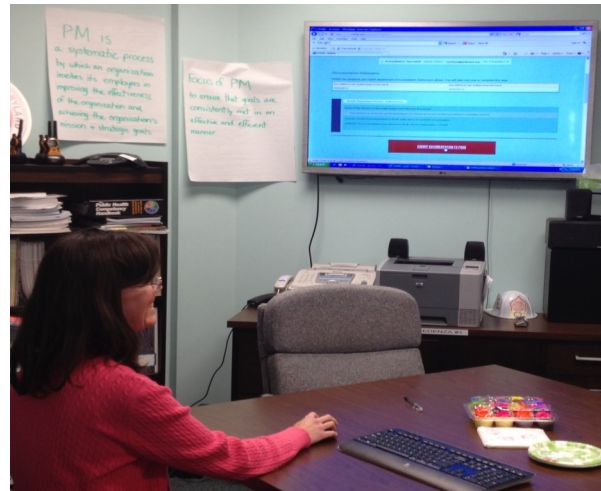
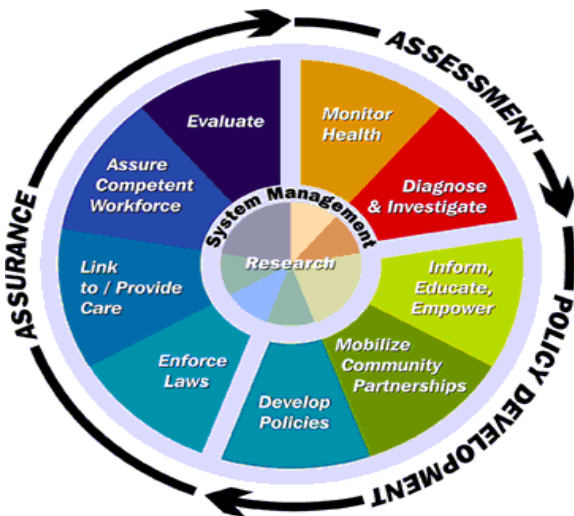
***The mission of the Frederick County Health Department is to improve the health and well being of the residents of Frederick County through programs that prevent disease and illness, promote wellness and safety and protect public health.***

## 2014 Feature Story

### Frederick County Health Department Pursuing Public Health Accreditation

Frederick County Health Department (FCHD) is in the process of obtaining accreditation from the Public Health Accreditation Board (PHAB). PHAB is the independent organization that administers the national public health accreditation program.

During the past year, FCHD has been gathering all of the documentation required to demonstrate our compliance with PHAB standards. During this process, over 1,000 documents were identified to show how FCHD performs the Ten Essential Public Health Services.



To receive national accreditation, FCHD will undergo a rigorous peer-reviewed assessment process to ensure that we meet or exceed a set of public health quality standards and measures. The peer-review process will provide valuable feedback about our strengths and areas for improvement so that we can better protect and promote the health of the people in Frederick County.



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## Behavioral Health Services

Fiscal Year 2014 saw **Behavioral Health Services Division (BHS)** building on earlier efforts to address identifiable drug dependency concerns. These efforts promulgated largely through the **Clinical Treatment Services** arm of BHS saw an integrated effort with Prevention programs and community partners. BHS have engaged in numerous events and activities targeting drug and alcohol overdose prevention and response. The purchase of two additional MedReturn drop boxes for the safe disposal of prescription medication has facilitated the removal of hundreds of pounds of unused or expired medication from local homes. Clinical and Prevention staff members have also worked closely with representatives from State and Local government, local law enforcement and Frederick County Public Schools to present information at a series of Drug and Alcohol Awareness events for parents at four local high schools.

During FY14, BHS was approved as an Authorized Entity to prescribe and dispense Naloxone, (Narcan), an antagonist used to counteract the effects of narcotics. This medication immediately reverses the effects of an opioid overdose by restoring an individual's breathing. Recent legislation allows individuals to obtain a third-party prescription if they, due to their occupation or volunteer work, family or social experience have the ability to assist someone during an opioid overdose. By the end of FY 14, 88 community members were trained and given Overdose Rescue Kits, which contain Naloxone and other supplies. We plan to continue the training sessions, conducted by both a registered nurse and an addictions counselor, throughout the coming year. Planning also began in FY 14 for law enforcement training sessions.

**The Kids Like Us (KLU) Program**, now in its twenty-sixth consecutive fiscal year, continues to deliver services to youth directly impacted by the substance abuse of a parent or other close family member. In FY2014,



KLU services focused on school-based programming for 4<sup>th</sup> – 8<sup>th</sup> graders, summer day camps, and exhibits of participants art work. One hundred twenty six students participated in 23 school-based program groups. The KLU Program delivered 1,075 direct services through the school-based component.

KLU continued on the quest toward National Registry of Evidence-Based Programs and Practices (NREPP) certification through the 2010 – 2016 Longitudinal Program Evaluation Study. Ninety-six students completed evaluation surveys of the school-based program.

In FY2014, the **Cigarette Restitution Fund program (CRF)** staff and coalition members participated 52 community-based events and provided tobacco education and cessation resources to 4,118 individuals through these community venues. Educational materials, resources, interactive models, displays and staff was available to answer questions at local events that included health fairs, ethnic festivals, and other public events.

Through school-based efforts, CRF staff, coalition members, and public school teachers provided 7,477 students in grades K through 12 with tobacco education through classroom presentations, peer-led activities, national tobacco prevention observances and health fairs.

Staff provided cessation services to 261 individuals through classroom instruction and one-on-one interventions. Sixty-seven participants received free nicotine patches, 19 received free nicotine gum, and another 68 received free lozenges to support their cessation efforts. Lastly, the CRF program provided cessation support to Frederick Memorial Hospital who provided cessation services to 73 participants through classroom instruction. Collectively, 334 individuals were provided with tobacco cessation services.

Led by the Asian American Center of Frederick, the Frederick County – Alcohol Prevention Initiative (FC-API) conducted 7 coalition meetings, held 31 FC-API Leadership Team meetings, and participated in 21 community outreach events. Eight alcohol-related enforcement activities were conducted, 2 alcohol merchant trainings were held, 2 parent workshops were facilitated, 2 billboards were purchased and one radio campaign was conducted – all in an effort to raise awareness about the dangers of underage alcohol use.

Two medication drop boxes were installed in FY 2014 to provide the public with a safe way to dispose of expired and/or unwanted medications. These 2 additional boxes raises the number of medications drop boxes installed in Frederick County to 4. In FY2014,

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## ***Behavioral Health Services Continued***



The **Adult Evaluation and Review Services (AERS)** program's focus has shifted largely to providing Inter-RAI evaluations for active community Medical Assistance recipients in need of community-based services during FY 2014. On January 6, 2014, the State of Maryland launched its new "Community Options" program. The program consists of three parts: (1) Community Options Waiver (a merger of the existing Older Adult and Living at Home Waivers); (2) Community First Choice (for community-based MA recipients who meet a nursing facility level of care; and (3) Community Personal Assistance Services (formerly known as the Medical Assistance Personal Care/MAPC Program).

The **Medical Assistance Personal Care (MAPC)** program will cease to exist in 2014 in its traditional form, wherein for more than 20 years, its nurse-case monitor has linked self-employed caregivers with MA recipients in need of home-based help with activities of daily living. Such services will now be orchestrated and delivered through the Department of Health and Mental Hygiene (DHMH) in cooperation with contracted supports planning agencies, including: (1) the Department on Aging (DoA); (2) The Coordinating Center (TCC); (3) Foundations Care Management (FCM); and (4) Medical Management and Rehabilitative Services (M-MARS).

The **Recovery Support/Care Coordination Unit** provides support to those in recovery for substance use and co-occurring disorders. Volunteers have been crucial in maintaining these services as well as the Telephone Recovery Support. Volunteers also provide peer-led supports and coordinate activities at the center. The transition has gone smoothly and the FCHD has been able to consistently provide a variety of recovery supports for our community. During FY 2014, there were two training opportunities made available to volunteers through the Recovery Coach Academy and the Wellness Recovery Action Plan Facilitator trainings. In January and June 2014, the 30-Hour Connecticut Community for Addiction Recovery (CCAR) Recovery Coach Academy was held. The CCAR Recovery Coach Academy® is a 5-day intensive training academy focusing on providing individuals with the skills needed to guide, mentor and support anyone who would like to enter into or sustain long-term recovery from an addiction to alcohol or other drugs. In August and October 2013, the WRAP Facilitator training was offered. Both of these trainings equipped volunteers to become recovery coaches and WRAP facilitators. These trainings also provide a significant number of training hours for the Certified Peer Recovery Specialist credential.

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## Community Health Services

### **The Cancer Prevention Education Screening and Treatment Program**

Strives to improve the health and wellness of Frederick County residents by reducing the incidence and mortality rates for colon, breast, cervical, prostate, and skin cancers. This is accomplished through both screening and education. Participants enrolled in these programs must be uninsured, Frederick county residents, and meet federal poverty income guidelines.

Partnerships with medical providers in the community resulted in 561 women receiving clinical breast exams, cervical cancer screening and mammograms, and 92 participants being screened for colon cancer. Additionally, almost 9300 individuals were educated about these cancers with the assistance of members of the Frederick Community Cancer Coalition and other community partnerships such as The American Cancer Society, Team H.O.P.E., and The Faith Striders. These vital partnerships help us in our mission of educating our community that screening saves lives.

The Community Health Services Division through the **Community Transformation Grant (CTG)** achieved noteworthy accomplishments in 2014 among which were the completion of a smoke-free multi-unit housing (SFMUH) policy at the Housing Authority of the City of Frederick (HACF). The SFMUH workgroup was comprised of the CTG Coordinator, HACF Special Projects Manager, HACF residents, staff from the Cigarette Restitution Fund (CRF) program, Legal Resource Center, Community Mediation & Conflict Resolution Center of Frederick (CALM), and Legal Aid Bureau. Policy development was built on best practice examples and feedback from the residents, which was collected through surveys and in-person meetings. The new smoke-free policy for HACF is set to launch in September 2014. Additionally, for FY14, the Health Department received a grant to implement **Healthiest Maryland Businesses (HMB)** within Frederick, Montgomery and Prince George's counties. Worksites join HMB by taking the CDC's Worksite Health ScoreCard and receive technical assistance in how to implement policies and practices that support health. As an HMB partner, the Worksite Wellness Committee of the Frederick County Chamber of Commerce held its 3<sup>rd</sup> annual *Healthy Business Forum*, which drew 74 employers from Frederick and Montgomery counties and beyond.

The **Communicable Disease & Preparedness Program (CDAP)** works cooperatively with internal and external stakeholders to provide education, ensure proper animal quarantine and animals are tested by the State Laboratory and guide individuals where to obtain Rabies Post-Exposure Prophylaxis (PEP). Since 2013, the Rabies Post-Exposure Prophylaxis (PEP) program has been transferred to Frederick Memorial Hospital Emergency Department. Notwithstanding, we continue to provide education to individuals, the community, healthcare providers, veterinary practices, camps and to personnel in the Emergency Department about rabies – how to prevent exposure and what to do if exposed.



FCHD/CDAP maintains a **Refugee Health Program** to ensure that individuals coming to Frederick County as a Refugee or Asylee receive care shortly after arrival to address possible health issues.

Language can be a barrier to care for Refugees and Asylees. The primary language spoken by our Refugees and Asylees is Burmese. Through a grant from the Maryland Department of Health and Mental Hygiene monies have been obtained to hire a part-time (24 hours/week) in-house Burmese interpreter who can also translate documents for

our clients.



FCHD **HIV Testing and Treatment Program** was fortunate during the past fiscal year to be offered a supplement to our State grant for providing HIV Case Management Services. This supplement allowed us to conduct a ten-week trial of the use of Community Health Outreach Workers as Peer Mentors to expand treatment adherence activities and to increase treatment adherence among our less successful clients. This trial was in line with two of the National HIV/AIDS Strategy goals, "Increasing Access to Care and Improving Health Outcomes for People Living with HIV", and "Reducing HIV-Related Health Disparities". The trial has ended for the moment but the healing continues.

Tuberculosis (TB) infection and disease continues to be an issue in Frederick County as well as the world. Annually, approximately 8 million people are diagnosed with TB each year worldwide. FCHD provides TB services to individuals with Latent TB Infection (LTBI) – these are individuals who have the infection, are not contagious – cannot make other sick, and have the risk of progressing to TB disease. Care is also provided for those with TB disease utilizing the Directly Observed Therapy (DOT) practice of watching each dose of medication being taken by the patient to comply with the Maryland TB Guidelines.

To modernize our patient charting practices in the TB Program we began the process of converting to an electronic medical record in FY2013. This will enhance the quality of documentation, ensure client records can be accessed by all care providers and enhance confidentiality. This is not a simple task and progress continued in FY2014 and into FY2015.

## Community Health Services Continued



Effective July 1, 2013, the **Maternal Child Health (MCH) Program** began using an electronic format to track clients, caseloads and productivity. 120 pregnant women and 94 infants were admitted in fiscal year 2014. A marketing campaign resulted in working with new referral providers such as the Department of Social Services and Healthy Families Frederick. Special Delivery case management interventions resulted in a 91% rate of babies born with a normal birth weight of 5 pounds 8 ounces or more and 86% of babies born at full term. MCH is a Cribs for Kids Partner. Cribs for Kids pack and plays were distributed to provide a safe sleep environment for 11 babies. 100% of women enrolled were educated on safe sleep, Tdap vaccination, and the importance of access to dental, vision and WIC services. Elective home birth preregistrations and verifications are done in an electronic record system.

**Fetal Infant Mortality Review Board (FIMR)** is a strategic community think tank that exists to review fetal and infant deaths due to natural causes. Members include health, community and social services professionals.

**Child Fatality Review Board (CFR)** is a strategic community think tank that exists to review infant and child deaths due to non-natural causes. Board members include of health, social services, advocacy and law enforcement professionals.

**Teen Childbirth Education Coordination-** The teen childbirth education coordinator works in strategic partnership with 4 other community programs to register and market the childbirth education classes taught by a certified childbirth educator. Classes are for pregnant teens age 13 to 21.

**Lead Case management**—100% of cases of children age seven and younger with a blood lead level of 10 or higher are referred to the lead case management coordinator who conducts an assessment, provides health education and risk reduction review. Care coordination along with a home visit with a regional sanitarian is conducted when the lead level is 14 or higher.

The Nutrition Education team works hard to provide quality nutrition advice/information that empowers WIC families to improve their health status. WIC's mission is to assist eligible women, infants and children to achieve improved nutrition and health status by providing nutrition education, selected supplemental foods and health referrals in a caring, supportive environment. The quarterly nutrition classes were geared toward healthy eating and physical activity. Topics included food safety, healthy desserts, growing your own garden and healthy snacks and drinks. Through surveys conducted 91% of the respondents stated that the information they received was helpful in improving their family's health.



Our Breastfeeding Program continues to be successful as Frederick County continues to exceed the state statistics in both six weeks prevalence and duration of breastfeeding. A new initiative was implemented this year which allowed more one-on-one advanced breastfeeding counseling toward the end of each woman's pregnancy. We attribute our improved breastfeeding rates to this in-depth counseling.

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## Environmental Health Services

**Community Services and Development Review Program (CSDR)** - Rabies control remained a high priority. In FY 14, to facilitate community participation, CSDR conducted five (5) clinics at three (3) different locations to provide access to low-cost vaccinations. Development review activity continued to trend upward as there was a 6% increase in the number of subdivisions plats reviewed. Public swimming pool and bathing beach safety continued to be an area of focus as the number of inspections increased (+29%) as did the number of pool closures (+52%) as compared to the prior fiscal year.



**Food Control and Consumer Protection Program (FCCP)** - Administers the State licensing and inspection program for all retail food services facilities including public/ private schools and other institutions and also permits special/temporary events such as fairs, carnivals, fundraisers, etc. when public food service is offered. During FY14, the FCCP was awarded federal funding from the FDA (Food and Drug Administration) for a Quality Improvement initiative regarding FDA Program Standards. These standards enhance the quality and consistency of food service inspections and overall program improvement. In FY14, the number of inspections conducted on licensed facilities increased by 8% and there was a decrease in the number of Food Borne Illnesses investigated (from 17 to 5).



**Individual Well & Septic Program**—In FY14, the program focus continued to be on outreach/education and implementation of new State regulations enacted by the Maryland Department of Environment (MDE). These State regulations, effective January 1, 2013, require all *new* construction in areas not served by public/community sewerage to utilize Best Available Technology (BAT) for *Nitrogen Removal*. By MDE regulation, BAT systems are required for new construction for both new homes and new non-residential buildings and new replacement systems. BAT is also required for any addition to or modification of an existing structure that *increase* flow. Additionally the new State regulations require that installation and/or service of a BAT system can only be done by certified providers that have the required training and been approved by the BAT Vendor, MDE, and Frederick County Health Department (FCHD).

By partnership of the Canaan Valley Institute and FCHD, financial assistance from the State Bay Restoration Fund (BRF) has been used to retrofit existing septic systems with BAT. The highest priority for BRF funding is to replace failed or substandard septic systems. In FY14 FCHD received an additional \$482,000 in BRF funds and installed 30 BAT replacements/retrofits. Total BRF funds received now total \$2.2 million with 132 BAT installs (FY2008-FY2014).

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## FCDC — Developmental Center

The **Frederick County Developmental Center** has continued to work closely with Frederick County Public Schools. Therapists worked closely with FCPS staff, nursing and administration in the area of safe feeding and swallowing policies and procedures completing numerous safe feeding assessments.

### Infants and Toddlers Program

The Frederick County Infants and Toddlers Program (FCITP) has continued its extensive community outreach, partnering with agencies such as local libraries for “Story Time”, as well as Pump It Up and My Gym to provide physical development opportunities for children and families in the program. Get Ready for Preschool Groups which include peers from the community continue to be offered at FCDC as well.

FCITP will be moving forward with an extensive year long training using effective adult learning principles for teaching early intervention providers, teachers and related service providers. The training will focus on implementation of coaching as a method for improving parents, caregivers, and early childhood professional’s abilities and level of confidence for supporting children with disabilities in daily routines and inclusive environments. All early intervention providers and service coordinators in FCITP, our Family Support Network Coordinator/Preschool Partner Coordinator, the physical and occupational therapists that serve Frederick County Public Schools (FCPS)



as well as the entire leadership of the FCPS Child Find Office will participate. Additionally, FCITP and FCPS are collaborating on a project called “Making Access Happen”, which aligns with the training being provided by FCITP throughout this next year and will support local programs such as Head Start and the Judy Center through applying the same coaching principles.

We anticipate that Frederick County’s ability to effectively support children with disabilities will result in improvements in children entering school ready to learn, increased opportunity for parents, caregivers and early childhood professionals to identify and utilize naturally occurring learning opportunities, and expand the skill set of early intervention professionals.

### School Based Program

The Frederick County Developmental Center has continued to work closely with Frederick County Public Schools to provide Occupational and Physical Therapy services. This past year staff worked together to complete an Occupational/Physical Therapy Services and Supports Referral Process and User Guide for FCPS staff, which will be implemented for the 14/15 School year.

During the Interagency Medicaid Monitoring site visit in March 2014 completed by the Maryland State Department of Education and the Department of Health and Mental Hygiene FCDC was found to have only one non compliant Physical Therapy record and zero non compliant Occupational Therapy records.

### Audiology

During fall 2013, supervised a graduate student from Towson University pursuing her clinical doctorate in audiology (AuD). On May 2, 014 discussed the implications of hearing loss at a Girl Scout disability awareness event titled: “A Day in Their Shoes” (about 60 girls and leaders attended).



### Dental

The Dental Program provided oral health services for nearly 3900 children at the Health Department. All children enrolled in YMCA Head Start of Frederick County received oral health examinations from one of our dentists. Children enrolled in one of the elementary schools served by the School Based Health Center had the opportunity for oral health screening, education and fluoride varnish application.

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## Health Care Connections

The **Administrative Care Coordination Unit (ACCU)** helps patients navigate the Medical Assistance System through education, outreach, and assisting the Eligibility Unit. The ACCU develops materials to inform clients of how to enroll and obtain services. The unit also ensures pregnant women enrolled with Medical Assistance are receiving services in order to promote healthy outcomes, and serves as a resource for all divisions of the Health Department, community agencies, providers and the general public. Additionally, the ACCU is the local health department liaison for the Medical Assistance Complaint Resolution Unit and provides Ombudsman services locally.

Outreach activities in FY14 included participation In Bridges Program at DSS; Family Partnership Board Meetings; Head Start Medical Advisory Committee; Frederick County Maternal Child Health Meetings; Frederick County Health Department Health Services Meetings; Frederick County Access to Care workgroup; Frederick Memorial Hospital Prenatal Center; Provider Offices in Frederick County; and Enrollment Event at Frederick County Health Department. On a daily basis, the Unit ACCU is available to see walk-in clients to assist with Medical Assistance problems and education and assist other divisions with client MA issues.



The **Maryland Children's Health Program (MCHP)** determines medical assistance eligibility for pregnant women and children up to the age of 19. The Families with Children Program (FAC) determines eligibility for the family and includes children up to 21 years of age. These two programs differ according to the participant's modified adjusted gross income, with the maximum income levels being much lower for the FAC Program. One of the primary objectives for these programs is to determine medical assistance eligibility for pregnant women within 10 days of submitting an application. Although Maryland requires this objective to be met at least 80 percent of the time, MCHP far exceeded this by meeting the objective 97 percent of the time in fiscal year 2014 thus better supporting the Governor's initiative to reduce Maryland's infant mortality rate.

On October 1, 2013, the newly expanded Medical Assistance/Insurance for the Affordable Care Act through the Maryland Health Connection was launched. This was in addition to the existing medical assistance programs ensuring coverage for more children and adults with expanded Medical Assistance and Qualified Health Plans.

The **Door to HealthCare** assists uninsured Western Maryland residents by providing them with information about available healthcare benefits through the Maryland Health Connection. Our Assisters delivered outreach and education to uninsured or underinsured individuals throughout Frederick County and provided practical answers about new changes in health care, personal support for making the right choice and assistance with signing up for health insurance. Information was distributed about eligibility requirements for Medicaid, Maryland Children's Health Program (MCHP), and Qualified Health Plans (QHP).

Based on the needs of the individual seeking to enroll, appropriate insurance plans were recommended. Ongoing support was provided for clients with issues related to eligibility, enrollment, renewal and disenrollment in Medicaid, MCHP and QHPs. On a daily basis, the Assisters are available to see walk-in clients to help with health insurance coverage and navigate the application processes.

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## ***Public Health Preparedness***

Public Health Preparedness (PHP) is committed to the health and safety of all citizens of Frederick County. We are dedicated to developing, maintaining, and exercising plans to prepare our community for public health emergencies.

During FY14, we exercised several different plans. A Shelter exercise was conducted with partnering county agencies to practice setting up an emergency shelter that included a medical component. The Response Team assisted PHP in drilling the set up procedure for establishing a Public Health Command Post, and the results of this exercise were summarized in PHP's Quality Improvement project. A Call Center exercise was conducted using MD Responds volunteers as call takers and FCHD staff as callers. This enabled PHP to update call center operation plans to include the use of current phone technology, as well as the web-based DisasterLAN system for tracking calls.

Call down drills were conducted each quarter using Alert Frederick County, an automated system run by Everbridge. Health department-wide call down drills were conducted both during work hours and after hours, with overall acknowledgement rates at 93% and 94% respectively. Drills were also conducted for the SPOT team and the nurses in the health department. All quarterly drills included partners from Frederick Memorial Hospital and the local Red Cross chapter. Quarterly regional communication drills, including hospitals, health departments, and other medical facilities from Garret, Allegany, Washington, and Frederick Counties (Regions 1 and II Healthcare Coalition) were conducted.

Community preparedness outreach included participating in the Elder Expo, Frederick Community Health Fair, and presenting preparedness information to the Advocates for Homeless Families. Outreach through social media such as Facebook and Twitter was conducted during Preparedness Month in September 2013. PHP continues to be active on the Citizen Corp Council to work with county partners to maintain consistent preparedness messaging. New public educational brochures, "Public Health Preparedness and the Affordable Care Act" and "Extreme Weather Checklist" were developed and distributed.

The 8<sup>th</sup> annual Long Term Care Conference on Emergency Preparedness was held for all of the Skilled Nursing Homes and Assisted Living facilities in the County. Topics included a review of emergency medication dispensing and highlights from the recent exercise, emergency preparedness topics from the Office of HealthCare Quality, an overview of the county's response to Hurricane Sandy and the facility tracking component, changes in resuscitation procedures in the county as presented by the Department of Fire & Rescue Services, and facility evacuation plans.

PHP also participated in three activations of the county's Emergency Operations Center (EOC) in February and March due to winter weather and power outages. At the direction of the state, all licensed long-term care facilities and dialysis centers were monitored during and after the events to ensure continuity of power and safety. PHP also provided the medical component for the county shelter that was opened during the winter weather.

### ***Administration—Non-Emergency Medical Assistance Transportation Program***

The goal of the Non-Emergency Medical Assistance Transportation Program is to ensure that MA recipients are able to get to medically necessary MA-covered services, and arrange or provide transportation to such services when no other resources exist.

The funds awarded to Frederick County Health Department for this program are used for "safety net" funding of transportation to recipients who have no other available source of transportation. Since Medicaid is the payer of last resort, all other sources of transportation must be accessed by the staff of this program prior to the expenditure of the grant funds for transportation services.

Each recipient is carefully screened to assure eligibility and necessity of transportation consistent with the requirements of COMAR 10.09.19. If the recipient is found eligible the program staff works closely with the recipient's medical provider to arrange for and/or provide the most efficient means and mode of transportation to the recipient, where without the provision of transportation from this program, the recipient would not be able to access medical care.

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## School Health

The **School Health Division** provides health services to Frederick County public school students. Health services include administration of medications for children diagnosed with disorders related to attention deficit, seizures, mental health, diabetes, asthma, etc. and administration of treatments such as stomach tube feedings, blood sugar checks, nebulizers, and urinary catheterizations.



Provision of services also includes first aid, care of the sick and injured, disease prevention, health promotion and control of communicable diseases. School Health also provides hearing and vision screening services to both public and private schools to students who enter a school system, enter the first grade, and enter the eighth or ninth grade

## Scott Key Center



The **Scott Key Center** has been a division of the Frederick County Health Department since 1982, and provides services to residents of Frederick County who are ages 21 and over with developmental disabilities. Employment opportunities are provided to meet the person's individual needs, whether it is employment that is competitive, supported employment or vocational training.

Employment opportunities are provided at the Scott Key Center and at various businesses throughout Frederick County.

The **Day Habilitation Program** involves the placement of people with disabilities who are in need of support services, both work and non-work activities. The creative, stimulating and therapeutic activities offered are appealing and the set up and activities offered allow people to focus better on the training activities being presented.

**Supported Employment** involves the placement of workers with disabilities in challenging work environments. Our staff screen qualified workers (clients) to evaluate their job skills, make placement in a competitive work environment and provide ongoing on-site assistance and training. The worker is then integrated into the community work environment. Many of these workers are paid at minimum wage or higher.

**Family and Individual Support Services** works in cooperation with local businesses to place workers into competitive employment opportunities with job coaching support. The services are adapted to the needs of the individual.

**Janitorial services** are provided to 20 business and offices throughout Frederick County. The Scott Key Center also produces goods and services that can be purchased. These goods/ services include first aid kits, rain barrels, art work, book marks, printing, bulk mailing, confidential document shredding, and horticultural services.

**Transportation services** are provided or arranged by the Scott Key Center for 115 individuals that live throughout Frederick County.

Through innovative and creative approaches, the Scott Key Center strives to provide more customized employment for people. This approach includes refining the job development process, taking a legitimate look at self-employment as a career option.

***Vision—Frederick County Leads as a community of health and wellness.***

# Services Provided by FCHD in 2014

## Administration

Birth Certificate Copies Issued	6,513
Death Certificates Issued	10,713
Ambulatory Transportation provided	5,578
Wheelchair Transportation provided	2,227
Ambulance (BLS/ALS/SCT) Transportation provided	378

## Behavioral Health Services

<b>Mental Health Outpatient Services Provided</b>	13,498
<i>Children and Adolescent Served</i>	296
<i>Adults Served</i>	1,210
<b>Adult Detention Center Substance Abuse Treatment Services</b>	11,467
<i>Detention Center Clients Served</i>	147
<b>Substance Abuse Outpatient Services</b>	27,177
<i>Adult Substance Abuse Outpatient Clients Served</i>	1,375
<i>Adolescents Substance Abuse Treatment Services</i>	1,111
<i>Adolescents served in Substance Abuse Treatment Program</i>	119
<b>Clients Receiving Medication Assisted Treatment for opiate dependency</b>	231
<b>Community Education</b>	
<i>Alcohol and Drug Education Services</i>	2,632
<i>Children of Substance Abusing Families Services</i>	1,075
<i>Tobacco Education Services</i>	11,595
<i>Smoking Cessation Participants</i>	261
<i>Kids Like Us Participants</i>	126
<b>Community Organized Recovery Efforts (CORE)</b>	
<i>Participants who received Recovery Center Services</i>	332
<i>Participants who received ATR Services</i>	74
<i>Participants who received SCC Services</i>	157
<i>Volunteers providing recovery support</i>	25
<i>Volunteers who participated in the Recovery Coach Academy</i>	13
<i>Volunteers who participated in Wellness Recovery Action Plan</i>	17
<i>Active participants receiving telephone support</i>	30

## Behavioral Health Services

### Adult Evaluation Services

<i>Evaluations of the Elderly</i>	775
<i>Grant Home-based Clients served</i>	21
<i>Community Education Presentations</i>	12
<i>Homebound Seniors Clinical Service Hours</i>	360.3

### Medical Assistance Personal Care

<i>Personal Care Visits</i>	16,412
<i>Nurse-Case Monitor Visits</i>	196

### Access to Care and State Care Coordination

<i>ATR Participants Enrolled</i>	74
<i>SCC Participants Enrolled</i>	157

## Community Health Services

### Cancer Prevention

<i>Breast Exams, Cervical Screenings</i>	561
<i>Colon Cancer Screenings</i>	92

### Community Transformation

<i>Residents impacted by SFMUH Policy</i>	850
<i>New Businesses recruited for Healthiest MD Businesses</i>	7

### Communicable Diseases

<i>HIV Case Management Face to Face</i>	1158
<i>HIV Specialty care Visits</i>	266
<i>HIV Tests</i>	236
<i>Rabies Pre-Exposure Prophylaxis</i>	12
<i>Rabies Post-Exposure Prophylaxis</i>	121
<i>Refugee Health Services</i>	21
<i>TB Client visits</i>	612
<i>TB DOT Treatment visits</i>	4
<i>TB LTBI Treatment clients</i>	19
<i>Employee Flu vaccinations</i>	87%

### Maternal Child Health

<i>Special Delivery Client contacts</i>	2,139
<i>Face to Face client visits</i>	112
<i>Recent Birth visits</i>	45

## Services Provided by FCHD in 2014

Pre-natal/Infant Case Management	216	State of Maryland	47.40%
MCH Nurse of the Day calls	21	<b>Environmental Health</b>	
FIMR Maternal Interviews	2	<b>Community Services</b>	
Lead CM Contacts	24	Air Quality Inspections	14
Lead prevention clinics	6	Bathing Beaches & Swimming Pools	554
<b>WIC</b>		Day Care/Foster & Adoption Home Inspections	62
WIC unduplicated pregnant women	1,795	Nuisance Inspections	136
WIC unduplicated BF women	426	Rabies vaccinations for cats & dogs	1,362
WIC unduplicated Post Partum women	438	Sub division Plats reviewed	823
Infants unduplicated BF exclusively	497	Water Supply Inspections and Samples	624
Infants unduplicated BF partially	808	<b>Water Quality and Waste Disposal</b>	
Infants unduplicated formula fed	1,467	Building Permits & Zoning certifications	768
Children unduplicated 1 year old	888	Individual onsite Water Inspections	126
Children unduplicated 2 years old	801	Tests for onsite sewage disposal systems	1122
Children unduplicated 3 years old	756	Onsite sewage disposal system inspections	486
Children unduplicated 4 years old	640	<b>Food Control</b>	
<b>Total Unduplicated</b>	<b>8,516</b>	Number of Licensed Food Service Facilities	1,108
WIC Appointments certifications	1,938	Food Service Facility Inspections	1870
WIC Appointments mid certifications	4,714	Food Service—Temporary Facilities Inspected	650
WIC Appointments re-certifications	4,097	Food Borne Illnesses investigated	5
WIC Appointments Nutrition Care	212	Nuisance complaints investigated	178
WIC Appointments Participant Service	1,702	<b>Scott Key Center</b>	
WIC Appointments BF Follow up	664	Clients Served	120
WIC Appointments Check Pick-Ups	6,932	Competitive employment	4%
<b>Total Appointment Kept</b>	<b>20,259</b>	Competitive and Supported	44%
<b>Show Rate</b>	<b>77.20%</b>	Supported employment only	31%
<b>Incidence of BF Among Infants</b>		Sheltered employment	56%
Frederick County	69.50%		
State of Maryland	67.30%		
<b>Prevalence of BF at 6 weeks</b>			
Frederick County	55.10%		
State of Maryland	50.80%		
<b>Duration of BF at 6 Weeks</b>			
Frederick County	52.10%		

# Services Provided by FCHD in 2014

## Health Care Connections

### Administrative Care Coordination Unit (ACCU)

<i>Clients Served</i>	2,199
<i>Ombudsman Clients</i>	9
<i>Pregnant Women</i>	1,156
<i>Newborns</i>	790
<i>Complaint Referrals from State of MD</i>	217

### Maryland Children's Health Program

<i>Children Applications New</i>	1,497
<i>New Pregnant Women Applications</i>	374
<i>Children Application Processed in Ten Days</i>	82%
<i>Families With Children Program new applications</i>	547
<i>Families with Children Program recipients</i>	1234
<i>Qualified Health Plan applications</i>	304

<i>Pregnant Women Application Processed in Ten Days</i>	97%
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### Door to Health Care—Western Region

<i>Total client interactions</i>	675
<i>Total applications processed</i>	542
<i>Blast emails/faxes sent</i>	20,324
<i>Flyers/brochures distributed</i>	7,140

## School Health

<b>Students served</b>	40,715
<i>Sick and Injured visits</i>	200,421
<i>Sick and Injured return rate to classroom</i>	81%

<b>Total Health room visits</b>	<b>317,729</b>
<i>Vision screening</i>	12,196
<i>Hearing screening</i>	11,324

### Screening resulting in referral to a Health Care Provider

<i>Vision Screening</i>	1,165
<i>Hearing Screening</i>	398

## Public Health Preparedness

### Trainings

<i>Annual reviews of emergency medical distribution processes</i>	6
<i>Shelter Nurse protocol training for FCHD Nurses</i>	1
<i>Vaccinator training to MD respond Nurses</i>	1

### Exercises

<i>Full scale shelter/call center exercises</i>	2
<i>Personnel call down drill</i>	4
<i>Site activation drill</i>	1
<i>Command post set up drill</i>	1
<i>Participated in regional communication drills with Regions I &amp; II</i>	4
<i>Participated in nationwide Health alert network communication drills</i>	2
<i>Participated in Statewide SNS distribution drill</i>	1

### Planning

<i>Lead of Frederick County Health/Medical Subcommittee Emergency Policy Advisory Committee</i>
<i>Member of Frederick County Mass/Care Shelter Subcommittee</i>
<i>Vice-Chair of Local Emergency Policy Committee</i>
<i>Secretary of Citizens Corps Council</i>
<i>Member of regions I and II Health care options</i>

<i>Updated all Hazards Emergency Operations Plan</i>
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<i>Revised Medical Countermeasure dispensing and distribution annex (formerly Strategic National Stockpile Plan)</i>
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### Events (Participation)

<i>3 County wide responses to winter weather</i>
<i>County Emergency Operation Center (EOC)</i>

## Services Provided by FCHD in 2014

## FCHD Staff At Work

### Public Health Preparedness, continued

#### Events

*Increased contact with long term care facilities*

*Provided medical component in County Shelter activation*

### FCDC—Development Center

#### Infants and Toddlers Program

*Services received by children from birth to 4 years* 560

*Services administered to children in natural environments (home, school etc)* 100%

*Frederick County had third highest return rate among survey participants in surveys distributed by MSDE*

#### School Based Program

*Assessment completed* 300

*800 children received school based therapy services*

*Therapy services conducted* 15,000

#### Audiology

*Total visits* 778

*Infant and Toddlers Program* 208

*Frederick County Public Schools* 106

*Head Start* 347

*Outpatient—Child* 77

*Developmentally Disabled Adults* 40



# ***Frederick County Health Department***



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